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│  CITY OF BEAVERTON                                       │
│  Computer Service Technician                             │
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General Summary

Perform a variety of duties related to information services and technology in the fields of communications, telephone, networks, computer systems and equipment.

Essential Functions

Depending upon assignment, the incumbent may perform a combination of some or all of the following duties, which are a representative sample of the level of work appropriate to this class.

1. Install and test various system and application software packages. Provide software support to users and instruct staff on basic to advanced elements of varied hardware systems and software application packages.

2. Perform preventative maintenance and scheduled upgrade to existing computer equipment. Assist in the implementation and administration of the City's network systems. Assemble and configure network components and associated services.   Perform network troubleshooting to isolate and diagnose common problems and assist in general administration.

3. Coordinate and schedule data processing jobs with user departments. Perform general data entry.

4. Evaluate general cabling needs for new offices or offices being remodeled. Advise contractors of desired cabling configurations and coordinate its installation. Test and configure communication, network, local and central computer systems.

5. Schedule and conduct security back-ups on City or department computer systems. Ensure back-up systems are maintained in a secure location and correct documentation is undertaken.

6. Coordinate projects that may involve several staff members.

7. Participate in division operational processes including procedure development and implementation.

8. Provide excellence in internal and external customer service. Create a positive experience for customers through professional and courteous behavior and creative problem resolution.

9. Produce an acceptable quantity and quality of work that is completed within established timelines.

10. Represent the City to the public in operational functions as required. Advance and protect the interests of the City and its citizens in all matters.

11. Develop safe work habits and follow all required safety policies, procedures and techniques. Contribute to the safety of self, co-workers and the general public.

12. Participate in the City Emergency Management program including classes, training sessions and emergency events.

13. Follow standards as outlined in the Employee Handbook.

14. Support and respect diversity in the workplace.

Other Functions

1. Perform related duties of a similar scope and nature.

Knowledge Required

♦ Working knowledge of computer hardware and software.
♦ Working knowledge of communication and network environments including cabling.
♦ Working knowledge of theory and principles of information services including personal computers, network systems and computer operating system standards.
♦ Working knowledge of hardware and software troubleshooting.
♦ Working knowledge of peripheral devices.
♦ Working knowledge of practices and principles of information services and technology.
♦ Basic knowledge of the laws and regulations governing information services and technology.
♦ Basic knowledge of practices and principles of public/business administration and decision-making as related to information services.
♦ Basic knowledge of strategic planning methods with an emphasis on services related to communication and network environments.
♦ Basic knowledge of public purchasing and contracting laws and regulations related to information services.
♦ Working knowledge of basic arithmetic and mathematics principles.
♦ Working knowledge of English grammar, spelling and usage.

Skills/Abilities Required

♦ Strong skill in a multiple computing environments.
♦ Strong ability to identify and repair hardware and software systems problems.
♦ Strong ability to install, service and repair various computer equipment in a wide area network.
♦ Strong ability to understand and write documentation.
♦ Ability to participate on a team focused on producing high quality results.
♦ Ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public.
♦ Ability to apply excellent internal and external customer service skills.
♦ Ability to communicate technical information effectively both orally and in writing with diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations.

- Ability to use a keyboard and word processing, spreadsheet programs or other application software as required for position.
- Ability to use general office equipment including typewriter, adding machine and copier.

Minimum Qualifications Required for Entry

High school diploma or GED and 2 years experience in computer hardware and software support in a network environment or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing/Special Requirements

- Some positions in this classification are required to possess a valid driver's license and the ability to meet the City's driving standards.

Working Conditions

Frequent focus on a computer screen for prolonged periods; daily precise control of fingers and hand movements; daily standing for prolonged periods; regular bending, stooping, crawling and working in confined spaces; occasional lifting, moving, carrying of objects over 75 pounds; occasional dealing with distraught or difficult individuals; occasional attendance at meetings or activities outside of normal working hours; daily operation of a motor vehicle on public roads.

Classification History

As of 10/97: Computer Service Technician
Revised: 1/98
New class specification title 1/98: Computer Service Technician
Revised: 11/04
Revised: 1/1/09

Status: SEIU
FLSA: Non-exempt

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Department Head Signature   Human Resources Signature

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Date   Date